

Visit <https://www.mass.gov/doc/massachusetts-providers-covid-responses/download> for a full list of provider actions including non-Lifeline programs

Lifeline Program - Subsidized Phone and Internet Service

Lifeline is a federal program that provides free or low-cost phone or internet service to low-income households through a monthly service discount of up to \$9.25. Lifeline subscribers have the choice of applying their benefit discount to either (1) home phone service; (2) home internet service, where available, or (3) a wireless phone plan with data. The Lifeline Program subsidy does not cover the cost of a wireless device, but some Lifeline Providers may choose to offer an initial wireless device upon completing enrollment.

Only one Lifeline program discount is available per household, which is defined as any individual or group of individuals who live together at the same address and share income and expenses. Therefore, if there are multiple people living at the same address, but they do not share income, each individual will be eligible for Lifeline service.

In response to COVID-19, the FCC has extended benefit recertification deadlines until June 30, 2020 to ease the burden on current Lifeline subscribers who need to submit documentation to show they remain eligible to receive Lifeline service. The FCC has also waived the 30 day usage rule until June 30, 2020, and directed the Universal Service Administrative Company (USAC) to pause any involuntary de-enrollment of existing subscribers.

Eligibility: There are two ways to qualify for the Lifeline program: income-based eligibility (household income is at or below 135% of the federal poverty guidelines) or program-based eligibility (Medicaid, Supplemental Nutrition Assistance Program, Supplemental Security Income, Federal Public Housing Assistance, Certain Federally-Recognized/State Tribal Assistance Programs, and Veteran's Pension or Survivor's Pension benefit). A full list of eligibility criteria, including the federal poverty guidelines, is available here: <https://www.lifelinesupport.org/do-i-qualify/>.

Enrolling in Lifeline: As of January 22, 2020, prior to enrolling with a Lifeline service provider, Massachusetts Lifeline applicants need to first verify their eligibility for the Lifeline Program using the National Verifier, a centralized system that is managed directly by USAC, the administrator of the Lifeline Program under the direction of the FCC. In order to verify eligibility, consumers will need to complete the standard Lifeline Program application as well as submit a copy of their proof of eligibility documentation. A full list of acceptable proof of eligibility documentation can be found here: <https://www.lifelinesupport.org/do-i-qualify/how-to-prove-participation/>. Consumers can apply online by visiting www.CheckLifeline.org/lifeline/.

Note: Until June 30, 2020, consumers may submit an official notice of unemployment benefit payments or an official notice of a successfully submitted application for unemployment benefits to confirm current income information. The FCC is temporarily waiving its requirement that consumers seeking to demonstrate income-based qualification for the Lifeline program must provide at least three consecutive months of documentation to confirm their income.

For more information on how to enroll, Massachusetts consumers can visit the [Department of Telecommunications and Cable's website](https://www.mass.gov/how-to/apply-for-a-discounted-communications-service-through-the-lifeline-program) for guidance (<https://www.mass.gov/how-to/apply-for-a-discounted-communications-service-through-the-lifeline-program>). Additionally, consumers can call the DTC's hotline, 800-392-6066, for assistance in applying or to get support with any challenges in the process (e.g., eligibility verification).

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WIRELESS LIFELINE IN MASSACHUSETTS

| Service Provider | Lifeline Monthly Plan | Covid-19 Response |
|------------------------------------|--|---|
| Assurance Wireless | -350 voice minutes -Unlimited texts -3GB data -Courtesy mobile device upon enrollment | Through May 20, 2020, all Assurance Wireless Lifeline customers will receive: <ul style="list-style-type: none"> • Free unlimited domestic voice minutes • Free unlimited texting • A one-time allotment of 6GB in addition to regular monthly data allotment |
| SafeLink Wireless | -350 voice minutes -Unlimited texts -3GB data | Through May 29, 2020 all Safelink Wireless Lifeline customers will receive: <ul style="list-style-type: none"> • Free unlimited domestic voice minutes • Free unlimited texts • Additional 5GB of data in addition to regular monthly data allotment |
| StandUp Wireless | -300 voice minutes -Unlimited texts -3GB data -Courtesy mobile device upon enrollment | Through May 15, 2020, all new and current StandUp Wireless customers will receive: <ul style="list-style-type: none"> • Free unlimited voice minutes • Free unlimited texts • Additional 5GB (8GB total) Lifeline customers must be approved before 4/17/2020 to receive these additional benefits |

Eligibility and enrollment information available online at <https://www.lifelinesupport.org/>

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WIRED LIFELINE IN MASSACHUSETTS

| Service Provider | Lifeline Monthly Plan | Covid 19 Response |
|-------------------------|---|--|
| Verizon | Home phone: -Unlimited landline minutes, including long distance Home internet: -Fios internet service at a speed of 18 megabits per second or above - 250GB monthly data cap | <ul style="list-style-type: none">• Waiving coverage charges and late fees. Customers should contact Verizon’s customer service team to let them know they’re experiencing a hardship.• Two months waived internet and voice service charges for current Lifeline customers• Beginning April 3, 2020, new Lifeline consumers may select any service speed in the Mix & Match plans and receive a \$20 monthly discount and router rental charges waived for 60 days. The plans with the discounted monthly prices are:<ul style="list-style-type: none">○ 200/200 Mbps for \$19.99/month○ 400/400 Mbps for \$39.99/month○ Gigabit for \$59.99/month (includes Fios router) |

Eligibility and enrollment information available online at <https://www.lifelinesupport.org/>

Please note that as a result of COVID-19, Verizon is not dispatching technicians for in-home or in-premise installations, with very limited exceptions. This means you may be unable to obtain new home phone or internet service with Verizon at this time. If you plan on requesting new service, contact Verizon to confirm whether a self-install will be possible.

For more information on how to enroll, Massachusetts consumers can visit the [Department of Telecommunications and Cable’s website](#) for guidance (<https://www.mass.gov/how-to/apply-for-a-discounted-communications-service-through-the-lifeline-program>). Additionally, consumers can call the DTC’s hotline, 800-392-6066, for assistance in applying or to get support with any challenges in the process (e.g., eligibility verification).